**Communication Skills Part 1 –**

**Activity document**

**Topics and timing**

Introduction – 0

Section 1 - Body language basics – 6.17

Section 1 – Review – 12.41

Section 2 – Matching and mirroring – 13.22

Section 2 – Review – 21.41

Section 3 – The Positive and negative body language – 22.36

Section 3 – Review – 29.07

Section 4 – Tracking & reviewing your success – 30.02

Section 4 – Review – 40.14

Duration 42 minutes and 44 seconds

45 mins to 1 hour when completing section review exercises

**Section 1 Review**

Which area of the body language basics that we have discussed will be the area that you will focus on the most?

**Section 2 Review**

Answer the following questions

1. What is your understanding of matching and mirroring?
2. Why is matching and mirroring important?
3. How can Psychogeography be useful to you?
4. After matching and mirroring behaviour how would you see if you have built rapport/trust?

**Section 3 Review**

List the positive and negative body language cues that were discussed in this section and put a note next to each one why they are important to consider

|  |  |  |  |
| --- | --- | --- | --- |
| Positive body language | Importance | Negative body language | Importance |
|  |  |  |  |

**Section 4 Review**

**Practice with friends & family. 1st watch:**

* + Are they in rapport?
  + Are they matching someone else and if so, what are they matching?
  + Making these observations will allow you to put these ideas into practice.
  + Remember - Non-verbal communication constitutes about two-thirds of communication between people.

**Next**

* Talk about something they love or get excited about. When they talk to you start matching them with a lag of about 20 seconds.
* Concentrate on obvious things such as:
  + How they sit
  + Hand gestures
* If you can, after a while get feedback so you can learn and improve.